

All Users: MiTEAM Fidelity Web Application Access Types

Access Types within the MiTEAM Fidelity Web Application are based on user information in MiSACWIS. If you believe you have the wrong Access Type, please see Troubleshooting Job Aids.

Supervisor

Supervisors are the primary users of the MiTEAM Fidelity Tool and have several functions in the MiTEAM Fidelity Web Application. These users are able to:

- Accept and/or reject cases randomly selected for MiTEAM Fidelity Review.
- Print case-specific MiTEAM Fidelity Tools.
- Enter and save MiTEAM Fidelity Data collected through use of the MiTEAM Fidelity Tool.
- Review MiTEAM Fidelity Tool Resources.
- Certify completed MiTEAM Fidelity Tools.
- Generate and print MiTEAM Fidelity Data Reports for their county, agency, district, unit, or individual workers.

Please see Supervisor Job Aids for additional, detailed information about Supervisor functions.

Local Administrative Manager (LAM)

Local Administrative Managers (LAMs) are local leadership including Directors, Program Managers, District Managers and equivalent Private Agency leadership positions. These users are able to:

- View the status of MiTEAM Fidelity Tools in their county/agency/district.
- Change a supervisor assigned to a worker.
- Assign LAM access and functions to a supervisor in their county/agency/district. (See “SuperLAM” Access Type below)
- Generate and print MiTEAM Fidelity Data Reports for their county, agency, district, unit, or individual workers.

Please see Local Administrative Manager Job Aids for additional, detailed information about Local Administrative Manager functions.

SuperLAM

A SuperLAM has both Supervisor and Local Administrative Access Types and Functions. Individuals may have SuperLAM Access Type for two reasons:

1. The individual will automatically have SuperLAM Access Type if they are dually coded in MiSACWIS with User Groups that provide both MiTEAM Fidelity Web Application Access Types. *(If you believe your Access Type is incorrect, please see Troubleshooting Job Aids).*
2. A supervisor who is assigned Local Administrative Manager (LAM) Access Type by a Local Administrative Manager will then have SuperLAM Access Type. This means that they maintain their functions as a Supervisor and Local Administrative Manager functions are added.

Please see SuperLAM Job Aid for additional, detailed information about SuperLAM functions.

Read-Only:

Read-Only access to the MiTEAM Fidelity Application allows access for users who do not need to enter data or perform functions but may need to utilize or view MiTEAM Fidelity Data Reports. Different levels of MiTEAM Fidelity Data Reports are available depending on the user's MiSACWIS information. They include:

- Individual CPS and Foster Care workers have Read-Only access to view their own MiTEAM Fidelity Data Reports from MiTEAM Fidelity Tools previously completed on them.
- MiTEAM Specialists have Read-Only access to county-level MiTEAM Fidelity Data Reports for the counties they serve.
- Select Business Service Centers (BSC) staff and Child Welfare Services and Support (CWSS) staff have Read-Only access to view MiTEAM Fidelity Data Reports for their regions and agencies including each county/agency/district, supervisors and individual workers.
- The MiTEAM Analysts and MiTEAM Manager also have Admin Level Read-Only access to view MiTEAM Fidelity Data Reports for the entire state, for each county/agency/district, supervisors, and individual workers.

Please see Read-Only Job Aids for additional, detailed information about Read-Only functions.

Administrator

The Department of Continuous Quality Improvement (DCQI) are the Administrators of the MiTEAM Fidelity Web Application. Administrator functions include the following:

- View the status of MiTEAM Fidelity Tools across the state, for each county/agency/district, and for each individual supervisor and worker.
- Ability to change the Status of a MiTEAM Fidelity Tool from:
 - "Completed" back to "In Progress"
 - This option is helpful if someone certifies a MiTEAM Fidelity Tool in error or prematurely.
 - If this happens, the agency should use the information on the contact page to let DCQI Administrators know so that they can change the status of the MiTEAM Fidelity Tool back to "In Progress"
 - "In Progress" back to "New"
 - This option is helpful if someone "Accepts" a case and then finds out that they cannot complete a MiTEAM Fidelity Tool on that case.
 - If this happens, the agency should use the information on the contact page to let DCQI Administrators know so that they can change the status of the MiTEAM Fidelity Tool back to "New."
- Send emails to groups of people directly from the MiTEAM Fidelity Web Application.
- Generate and print MiTEAM Fidelity Data Reports for the entire state, for each county/agency/district, and for each individual supervisor and worker.
- Generate Case Rejection Reports for the state and for each county/agency/district.

Department of Technology, Management & Budget

A team from the Department of Technology, Management & Budget (DTMB) led the development and programming of the MiTEAM Fidelity Web Application in partnership with DCQI and MiTEAM Analysts. DTMB will continue to be involved with the MiTEAM Fidelity Web Application in the following ways:

- Technological support.
- Application maintenance requests.
- Application updates or changes.

Maintenance, updates and changes must be formally requested by the MiTEAM Fidelity Web Application Administrators.